

“During our usability review of VoiceLink 3.0, I saw that the configurability available out of the box would enable us to have more control in how our team members perform their daily workloads. Now customers have the ability to adapt VoiceLink 3.0 as processes and people mature in using voice, with minimal effort. Now that’s usability to me!”

*Bill Walker
Distribution Systems Coordinator
O’Reilly Auto Parts*

VoiceLink 3.0: The Benefits of Forward Thinking

As the market and innovation leader in voice, we provide supply chain companies the world over with value-driven applications that exceed customer expectations for strategic benefit, return on investment and exceptional product performance and reliability.

The next generation of Vocollect Voice products, beginning with VoiceLink 3.0, provides an advanced level of collaboration between operations and IT practitioners.

That is the strategic and practical thinking customers and partners come to expect from Vocollect, the world leader in Voice-Directed Work®. To learn more about how Vocollect can put voice to work for you, contact us today.



VoiceLink® 3.0 Changing the Face of Enterprise Voice Applications



Vocollect Europe:
Voc_emea@vocollect.com
+44 (0) 1628 55 2900

www.vocollect.com

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Industries Using Vocollect Voice®:

- Specialty Retail
- 3PL
- Grocery
- Consumer Packaged Goods
- Food Service
- Discount/Mass Merchandise
- Health and Beauty Retail
- Convenience Stores
- Automotive
- Pharmaceutical
- Beverage
- Manufacturing

VoiceLink 3.0 is the first software application in the voice industry that combines a leading-edge, open-source technology platform with industry-leading voice applications to deliver a complete offering to drive process improvements for both operations and IT.

Vocollect Voice®: 20 Years of Proven Performance

For over 20 years, Vocollect Voice has driven proven performance improvements in productivity, accuracy, safety, and job satisfaction as well as delivery of rapid ROI across diverse companies on six continents. The growing mandate in IT circles to embrace only those applications that fit into an enterprise-wide IT strategy requires more than just delivery of superior operational functionality and performance. Today voice applications must be held to a higher standard—one where the architecture upon which they are built keeps pace with evolving needs and expectations, both now and into the future.

Another Voice Industry First from Vocollect

In 2000, Vocollect set the standard for the supply chain industry, delivering the first direct, real-time WMS voice interface. Today Vocollect Voice remains the global performance standard, providing the direct voice application interface that is supported by all of the leading WMS providers worldwide. In another first, Vocollect has responded to the needs of IT and operations by delivering VoiceLink 3.0.

VoiceLink 3.0: Built for Ease of Configurability

VoiceLink 3.0 is the first software application in the voice industry that works through a modern, open-source technology architecture to drive process improvements for both operations *and* IT. VoiceLink 3.0 delivers an advanced level of customer configurability with a completely interactive interface.

You can choose from one of our many pre-configured and pre-tested options for each of the VoiceLink applications you deploy, or use them as a starting point for creating your own configuration. The pre-configured options within VoiceLink are compiled from the experience and ROI savings of hundreds of Vocollect customers throughout the globe.

With VoiceLink 3.0 you can benefit from their experience and add your own unique configurations to meet the changing needs of your business. Moving forward, all future Vocollect Voice applications will be built on this progressive platform which:

- Facilitates rapid integration
- Uses proven integration tools
- Grows and evolves with the organisation
- Reuses existing information

Benefits of VoiceLink 3.0

- Complete middleware application
- Rapid implementation and ROI
- Completely configurable and adaptable
- Supports countless distribution centre (DC) processes
- Available in over 22 languages
- Industry-leading web architecture
- Integrates with virtually any WMS or host system
- Equal performance in one or multiple locations

“For us, it’s all about flexibility and configurability. If the applications we deploy in our DC can’t grow with the company as we expand our Enterprise without needing extensive development effort, it isn’t a good investment for Glidewell and we aren’t maximising the ROI of voice. That’s where the power and configurability of VoiceLink 3.0 and the Vocollect Voice Integration Platform really benefit us.”

*Nick Glidewell
Director of Sales
Glidewell Distributing*



“The flexibility of applications like VoiceLink 3.0 and the Vocollect Voice Integration Platform are going to save countless headaches for operations and IT leaders, because they are easy to integrate with existing architectures and to configure to meet the needs of my customers. As a Vocollect partner, that helps me be more effective in my business and improves my ability to deliver solutions to my end customers.”

*Ahmed Reza
President
Speech Interface Design, Inc.*

With the Vocollect Voice Integration Platform, VoiceLink 3.0 easily fits within any enterprise-wide IT strategy, supporting you today and tomorrow, wherever your enterprise grows.

Meeting Your Needs Today and Into the Future

In addition to minimising IT configurability issues. VoiceLink 3.0 also:

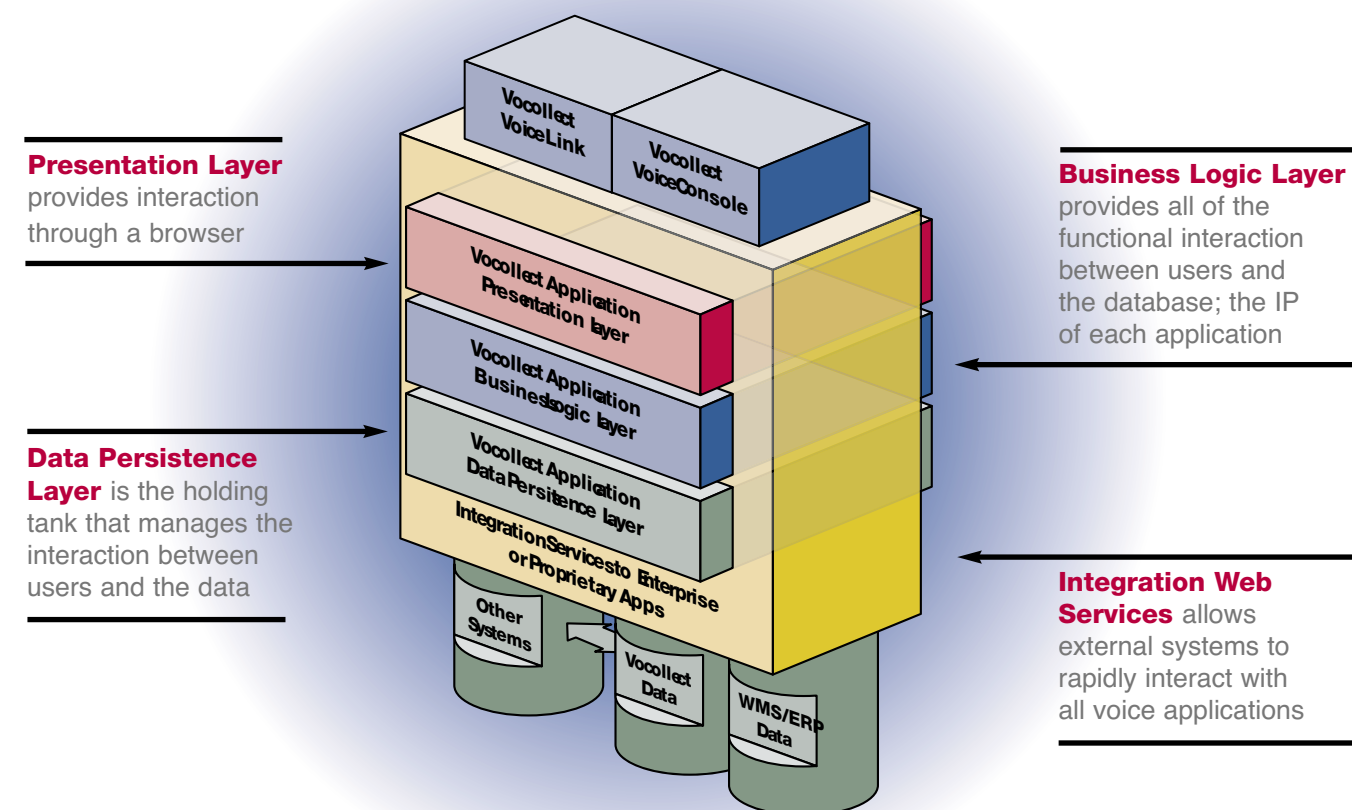
Improves operational performance – by streamlining DC processes, ensuring data accuracy and providing real-time process validation.

Accelerates ROI – through improving individual and team productivity, decreasing errors across the DC, achieving more rapid deployments and providing an integrated offering for rapid implementation.

Decreases total cost of ownership (TCO) – by integrating with a wider range of standard and custom warehouse management systems, lowering integration costs and easing ongoing maintenance and upgrades.

Facilitates future expansion – by using an architecture platform that integrates easily and cleanly with your current IT enterprise today with a technology that extends the life of voice systems as your IT enterprise evolves, making future upgrades easy.

THE VOCOLLECT VOICE® INTEGRATION PLATFORM



**Vocollect Voice applications that leverage the Vocollect Voice Integration Platform*

Save Time, Save Money, Save Aggravation

VoiceLink 3.0 is the result of 20 years of experience in thousands of voice applications on six continents. Embedded standard configurations for all DC applications offer more than 400,000 configuration options that allow you to uniquely alter the process performance of your voice implementation without the need for writing your own code. These configuration settings have been tested, supported and verified to give you maximum flexibility. The graphic above illustrates how the Vocollect Voice Integration Platform architecture has been structured to support the integration of VoiceLink 3.0 and future Vocollect Voice offerings.

VoiceLink 3.0 helps you accelerate deployment planning with your IT group, saving you time and minimising the support complexities and costs associated with managing disparate systems. The ease of integration and configuration available with VoiceLink 3.0 will help you avoid some of the painful pitfalls associated with managing disparate system. The ease of integration and configuration available with VoiceLink 3.0 will help you avoid some of the painful pitfalls associated with custom development such as cost overruns, wasted time and function shortfalls.

Flexibility and Choice: VoiceLink and VoiceDirect®

Vocollect Voice opens a dynamic dialogue between your DC teams and your WMS, ERP or inventory management system so you can attain the speed and responsiveness your customers demand. We offer two distinct options to support your needs: VoiceLink and VoiceDirect.

VoiceLink 3.0: Supports near real-time processing via web-based middleware. This choice is for companies currently without IT resources or who are considering, or are in the process of, upgrading their WMS and who are looking to use a real-time interface.**

VoiceDirect: Supports real-time processing directly with your WMS or host system. This choice is for companies that require immediate transaction information at the host level.

Both VoiceLink 3.0 and VoiceDirect:

- Quickly and easily implement voice-directed applications, from order selection to many other supporting DC functions
- Access information required to manage discrepancies as they occur
- Easily and automatically reconcile exceptions

Pre-Configured Distribution Centre Applications Available

Application	Functions Included	VoiceLink	VoiceDirect
Selection	Case, each, batch and cluster-picking; ID/variable capture items	X	X
Put-Away	System and user-directed assignment capability	X	X
Replenishment	System-directed assignments from your host, inter-leaved* with put-away; can be integrated with selection	X	X
Transfer	Point-to-point item moves, interleaved* with put-away	X	X
Cycle-Counting	System-directed and ad hoc options; utilises blind counts; interleaved* with selection for real-time validation		X
Put-to-Store	Also known as flow-through; assists in building location-specific pallets; single and multi-SKU pallets		X
Line-Loading	Order assembly from belts for pallet-building	X	X

*Interleaving with VoiceDirect only
**Companies can migrate to VoiceDirect in future without impact on their DC teams.

Serve Your Customers at the Speed of Sound

In addition to software and hardware, successful voice implementations involve people, processes and effective management to create real value. You will benefit from a well-tuned implementation methodology refined by thousands of successful Vocollect Voice deployments across the globe in DC operations like yours. Each of the phases indicated in the overview below represent key milestones containing well-defined sub-tasks that are closely monitored through industry-standard project management tools by a certified Vocollect partner.

Phase 1: Project Definition

Your detailed requirements for timing and performance will be defined by the certified Vocollect partner Implementation Team that will review the proposed design, costs and benefits you can expect.

Phase 2: Software Development and Quality Assurance

Your software will be developed and then rigorously tested by the certified Vocollect partner Quality Assurance (QA) team.

Phase 3: Pre-Implementation

The Vocollect Voice application will be installed and tested in phases to confirm that all aspects of your voice system are functioning optimally.

Phase 4: Implementation

The certified Vocollect partner Implementation Team will help you roll out your voice application, measure performance and confirm that your expectations are met. Training will be booked as required.

Phase 5: Project Completion

You will be introduced to the comprehensive after-sales support options available from Vocollect and our sales partners to address any future support needs you may have.

Phase 6: Post-Launch Review

The certified Vocollect partner will request your feedback to gauge the results of your project. As your deployment moves, from early planning stages through to implementation, you can take advantage of 20+ years of experience in partner support which has made Vocollect the number one choice in the world for voice.

Through our premier network of certified resellers and supply chain performance experts, you will receive unparalleled quality in implementation skills, service and support for your Vocollect Voice deployment.

In warehouse operations alone, the use of Speech Recognition technology has improved productivity by up to 50% and enhanced picking accuracy from 87% to over 95% (with a direct impact on improving perfect order performance).

Source:
"Time to Dust Off the Books, Part 2: Predictive Analytics"
Lora Cecere
AMR Research, Inc.
March 22, 2007

